



South Carolina Public Service Commission

CLEC Quarterly Service Quality Report

Quarter / Year: 4th Quarter / 2006

REPORTING MONTH: Oct Nov Dec

Number of South Carolina Customer Access Lines Provided:

Total South Carolina Line Count:	<u>3944</u>	<u>3778</u>	<u>3619</u>
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Trouble Reports

Report Volume

OBJECTIVE: 7% or less of Access Lines

Trouble Tickets:	<u>113</u>	<u>63</u>	<u>68</u>
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% Troubles of Line Count:	<u>2.87%</u>	<u>1.67%</u>	<u>1.88%</u>
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Out of Service Trouble Clearing

OBJECTIVE: 85% or greater w/in 24 hrs

Out of Service Lines:	<u>66</u>	<u>34</u>	<u>38</u>
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Troubles Cleared w/in 24 Hrs.:	<u>10</u>	<u>4</u>	<u>7</u>
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% of Cleared Troubles:	<u>15.15%</u>	<u>11.76%</u>	<u>18.42%</u>
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Service Orders

Service Installation

OBJECTIVE: 85% or greater w/in 5 days

New Service Order Installs:	<u>0</u>	<u>0</u>	<u>0</u>
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Installs Completed w/in 5 Days:	<u>0</u>	<u>0</u>	<u>0</u>
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% Installs Completed:	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
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* Company does not provide new service installation - conversion only; customers must already have working service

Commitments Fulfilled - MACD

OBJECTIVE: 85% or greater Orders Completed

Total Service Orders:	<u>128</u>	<u>110</u>	<u>95</u>
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Orders Completed:	<u>118</u>	<u>105</u>	<u>88</u>
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% of Commitments Fulfilled:	<u>92.19%</u>	<u>95.45%</u>	<u>92.63%</u>
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Switching Facilities

Company use of switching facilities in South Carolina? YES NO X

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FEB 11 2007

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